

SCHEDULE 29 – TRACKING SERVICE TERMS AND CONDITIONS

1 Supplementary Terms to Australia Post Terms and Conditions

These special service terms and conditions are supplementary to the [Australia Post General Terms and Conditions](#) and to the extent that any aspect of this special service is not expressly included herein, the [Australia Post General Terms and Conditions](#) apply.

2 Tracking Service

- 2.1 Australia Post offers a tracking service to track the delivery status of certain articles, accessible through Australia Post's website <auspost.com.au>. This tracking service is a standard feature included in the purchase of a large number of services from Australia Post.
- 2.2 Email and SMS notification of tracking events is a standard feature of some Australia Post services, and for others, they are an optional service requiring payment in addition to the delivery service postage fee.
- 2.3 In respect to tracking services:
 - 2.3.1 the sender will notify and / or obtain the consent of an addressee, or other third party in relation to their email address and / or mobile number being provided to a third party for the purposes of providing notification of tracking events (and collecting any relevant feedback in relation to the delivery or tracking service).
 - 2.3.2 the sender will only provide email or mobile numbers to Australia Post where the consent referred to in clause 2.3.1 has been obtained;
 - 2.3.3 the tracking and notification service may be affected by a range of factors including technical problems and telecommunication network coverage;
 - 2.3.4 whilst Australia Post will use reasonable endeavours, it cannot guarantee the content or accuracy of information provided through its tracking service. In particular Australia Post cannot guarantee that the customer will receive notifications of each track advice or that track advice notifications will be received in the correct order; and
 - 2.3.5 the email address and mobile number provided by a sender will only be used by Australia Post for the purpose of notifying of tracking events, obtaining feedback on the delivery and tracking services or any purpose permitted under the Privacy Act.
 - 2.3.6 Where an email address or mobile number of an addressee is provided to Australia Post, that information may be used by us for the purpose of notifying the addressee of tracking events. This notification may be made to an addressee without any specific request for that service by them.

3 Availability of Tracking Services for International Deliveries overseas

Tracking services in relation to international deliveries are subject to the availability and provision of those services by international postal organisations and other third parties. Some of those tracking services may not be available in some locations or available at all times.